



State of North Dakota  
Information Technology Department

## Datacenter Space Rental Service Levels

### Purpose

This document outlines the characteristics of Information Technology Department's (ITD) Datacenter Space Rental service. In conjunction with ITD's [Enterprise Service Levels](#)<sup>1</sup>, it acts as a Service Level Agreement between the ITD and all customers that utilize the Datacenter Space Rental service.

---

### Service Description

ITD offers a managed facility for customers to locate servers and related computer equipment. It provides an environment that includes, but is not limited to, the following components:

- Raised datacenter flooring.
- Conditioned power administered by the ND Facility Management Division and supplied from a commercial utility power source that includes Uninterruptible Power Supplies (UPS) fed from diesel generators during utility power outages.
- Precision heating/cooling system administered by the ND Facility Management Division to maintain a typical room temperature not to exceed 72 degrees Fahrenheit and a typical humidity level of 40%. The air handling system receives auxiliary power from the generators during utility power outages. Environmental conditions are monitored 24-hour/7-day, and logs are retained for three years.
- Fire detection and suppression system administered by the ND Facility Management Division to provide 24-hour/7-day response to disruptions.
- Key-card system administered by the ND Highway Patrol to manage, log, and monitor physical security. ITD is authorized to modify the access-list directly.
- Video surveillance cameras to monitor activity in the entire room.

---

### Responsibilities and Acknowledgments

- Customers retain ownership and complete authority over the equipment they choose to locate in the datacenter.
- Customers are solely responsible for the IT operations of their equipment, including monitoring, maintenance, repairs, and replacement of hardware. Changes do not need to be authorized by or pre-scheduled with ITD.
- Placement of all equipment within the datacenter will be by mutual agreement. Due to load and space limitations, ITD may limit the type and the amount of equipment that customers place in the datacenter. Customers shall notify ITD in advance anytime they plan to add or remove equipment.
- Customers agree to cover all empty rack units with filler plates to ensure proper air flow within the data center.
- ITD shall immediately bring to the customers' attention any event they become aware of that could damage equipment or jeopardize system stability. Customers shall provide ITD with a list of contacts that includes methods for reaching them 24-hour/7-day.
- ITD may rent space in the datacenter to multiple customers.

- Customers agree to provide ITD with a 30-day notice if they wish to vacate the premise. Alternately, ITD agrees to provide customers with a 90-day notice to vacate the premise.
- 

### Physical Access

- Upon successful completion of a criminal background check (administered and evaluated by the tenant/agency), customers will be given 24-hour/7-day key-card access to the facility in order to conduct unescorted IT operational tasks on their equipment.
  - Visitors or personnel without key-card access must wear a visitor's badge and be escorted by authorized personnel. No children under the age of 16 will be allowed in the datacenter.
  - Everyone within the datacenter must possess a valid, government-issued ID.
  - Customers shall enter and exit through designated doors and shall limit their access within the building to those hallways, rooms, and floors required to conduct datacenter operations.
  - Customers shall limit access to the datacenter to the purpose of working with their own equipment and shall restrict personnel from touching, inspecting, documenting, accessing, or tampering with equipment in the datacenter that is owned by other entities.
  - ITD reserves the right to exclude anyone from the datacenter.
  - Access complies with the [Enterprise Architecture Physical Access Security Standard](#)<sup>2</sup>
- 

### Premises Conduct

- Floor tiles may only be lifted and/or removed by ITD or its delegated contractors. To ensure proper air-flow, no more than three floor tiles will be removed at any time.
  - Nothing may be stored outside of the assigned rack space or containment units.
  - Extension cords are not allowed.
  - Boxes shall not be opened, unpacked, or stored within the datacenter.
  - Photography and/or video-recording are not permitted without prior approval from ITD.
  - Food and beverages are not allowed.
  - Smoking and chewing tobacco are not allowed.
  - Everyone within the datacenter shall utilize trash receptacles, ensure footwear is free from dirt/debris, and follow good cleanliness practices.
- 

### Rate Structures

- Customers rent the facility by square-foot per month. In the event that equipment is located in the datacenter for less than a full month, a prorated per day rental fee will be assessed at 1/30 of a typical month's rent.
  - A typical server rack will be charged at 64 square-feet to allow access on all sides.
  - Customers will pay the monthly network charge applicable to their equipment.
  - Customers will pay for any electrical receptacles needed to connect their equipment to the breaker panels.
  - All other costs associated with power consumption and environmental controls are included in the rental rate.
-

## Consent

On April 11, 2012, Information Technology Department and the Enterprise Architecture Review Board agreed to the terms of this document. Additional signatures may be provided as needed:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

---

## Modifications Pending Mutual Approval

Date	SLA Modification
2011-01-07	Redirected hyperlinks/endnotes to content on ITD's new website
2011-01-07	Removed "fire suppression system" from Service Description
2011-04-06	In Consent section, update the agreement date to March 9, 2011
2012-03-14	After relocating the datacenter, changed "Uninterrupted Power Supply" to "Uninterrupted Power Supplies," changed "diesel generator" to "diesel generators," changed "Redundant heating/cooling systems" to "Precision heating/cooling system," added "suppression" back into the fire system, and added customer responsibility for covering empty rack units.
2012-04-11	Added criminal background checks as a requirement to obtain key-card access
2014-12-18	Redirected hyperlink/endnote to correspond with URL restructuring of EA standards

---

## References

[Enterprise Service Levels](#)<sup>3</sup>

---

## Endnotes

<sup>1</sup> <http://www.nd.gov/itd/files/sla/sla-enterprise.pdf>

<sup>2</sup> <http://www.nd.gov/itd/standards/physical-access>

<sup>3</sup> <http://www.nd.gov/itd/files/sla/sla-enterprise.pdf>